

**Responses to the Detailed Action of the Patent's Office communication in reference to
Application/Control number 09/931,531.**

Art Unit: 2143

DETAILED ACTION

Claim Objections

1. The numbering of claims is not in accordance with 37 CFR 1.126 which requires the original numbering of the claims to be preserved throughout the prosecution. When claims are canceled, the remaining claims must not be renumbered. When new claims are presented, they must be numbered consecutively beginning with the number next following the highest numbered claims previously presented (whether entered or not).

Misnumbered claims 8, 8, 9_13 been renumbered 9,10, and 11-15 respectively. Also the claim number referenced in dependent claims 12 & 13 has been changed.

Response:

The misnumbered claims are re-numbered in the correct sequence order (please see the amended claims)

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

- (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Response:

Read and understood

3. Claims 1-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Vaughn (U.S. 6,353,446) and Nicholas (U.S. Pub 2002/0054089).

Response

A detailed and step by step comparative analysis is provided for the above cited patents in regards to each of the given objections in the following sections.

4. (As stated in the first part of the paragraph 4:) As per claim 1 & 13 Vaughn disclosed a method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising; at a client

and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

4. (As stated in the 2nd part of the paragraph 4:) In the same field of endeavor Vaughn did not explicitly disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.

However Nicholas disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information (paragraphs 7 & 8), based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options (paragraph 10), and transmitting the Web page address information along with multimedia helping information to the client system (paragraphs 11 & 12).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to have incorporated Nicholas's teachings for selecting most appropriate content for a user based on user's parameters with the teachings of Vaughn, which describes about seamlessly providing online help to a user from any workstation on an enterprise network. Therefore by combining teachings of Nicholas with Vaughn will result in a robust online help system providing accurate level of services to the requesting clients.

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 007-008

"[0007] In one aspect, the invention is an on-line server system that selects media information for a user according to the user's preferences. The system comprises a content subsystem that stores and updates media information, a profile subsystem that creates a user profile and an administration subsystem that matches the user profile to media information from the content subsystem and periodically generates an electronic newsletter. The content subsystem may comprise a content database that collects, stores, and updates summaries of media information. The server system may maintain data communication between the administration, profile, and content subsystems. The administration subsystem may select media information according to the user's profile".

"[0008] In one embodiment, the profile subsystem collects profile information from the user. The profile information may include a record of the user's past interactions with the server, a record of the user's current interaction with the server, preferences indicated by the user, or any combination of the above. The profile subsystem may update the user's profile based upon the user's interaction with the server or when a user chooses to

150, and 152 are coupled to the local area networks 104, 106, and 108, respectively, for gathering network visibility data and communicating this data to network visibility server 140. As indicated supra, the enterprise network 100 represents only one sample of a virtually unlimited number of configurations of enterprise networks, and it is not required that the above network management computer systems be coupled to a single local area network. For example, the help desk server 136 or the administration server 138 could just as well be connected to local area networks 104, 106, or other local area networks (not shown) of the enterprise network 100 without departing from the scope of the preferred embodiments. Furthermore, the network visibility agent computers 148, 150, and 152 may not be required to be separate computers but may rather correspond to applications loaded onto one or more of the user computers, e.g., where the local user is a local system administrator. Thus, there may be a virtually unlimited number of configurations of the enterprise network 100, help desk devices 136, 144, and 146, administration server 138, and network visibility devices 140, 142, 148, 150, and 152 that are possible and that are amenable to a system and method for integrated network management applications in accordance with the preferred embodiments described infra, provided that there is a requirement for service personnel 102a and 102b and for applications for providing assistance in help desk, administration, and network visibility functionalities"

Vaughn in Patent number 6,353,466 teaches under paragraph col 6 lines 29-40

"Browser-based help desk window 702 further comprises an application toolbar 706 upon which are several application launch buttons, including a network visibility launch button ("Distributed Sniffer Pro") 708, an administration software application launch button ("ZAC Inventory") 712, a knowledge base launch button (ServiceWare Knowledge Base) 712, a remote control launch button 714, and an internal help desk knowledge base launch button 716. Generally speaking, pressing of any of these buttons invokes the respective application from the browser-based help desk window 702, preferably in the form of an additional browser-based window."

Response to the Objection:

In the entire description produced by Vaughn (see above col.2, lines 4-46, & col.6, lines 29-40), it talks about administration tools for tracking and management of hardware inventory. Again, it does not contain any disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters or related consideration in order to provide live online help. It does not talk about a way that how a helping agent can interface with a client through multimedia communication services. The above references talks about the configuration of the application and how the different launch buttons may be arranged. In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client

system, displaying an icon for on-line help (col.4, lines 66-67, col.5, lines 1-12), and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system (col.2, lines 4-46 & col.6, lines 29-40).....

Vaughn in Patent number 6,353,466 teaches under paragraphs col.4, lines 66-67 & col.5, lines 1-12

In accordance with a preferred embodiment, a computer program product is provided for assisting a service person in managing an enterprise network, wherein a browser-based help desk window may be invoked by the service person at any user computer on the enterprise network that is equipped with a web browser. The browser-based help desk window is customizable to each service person, allowing the service person to embed a network visibility link on an application launch toolbar contained in the browser-based help desk window. The service person may then subsequently log into a help desk server from any user computer equipped with a browser, and then launch a browser-based network visibility session upon activation of the embedded network visibility link.

Response to the Objection:

In the entire description produced by Vaughn (see above col.4, lines 66-67, col.5, lines 1-12), there is no disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters or related consideration in reference to providing live online help. In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions. Also, the cited references do not talk about the exchange of serial numbers in reference to establishing a multimedia service to provide online help

Vaughn in Patent number 6,353,466 teaches under paragraph col.2, lines 4-46

"As a second example, administration tools have become available for assisting in the tracking and management of hardware inventory, software inventory and distribution, software metering, and menuing. Finally, as a third example, network visibility tools have become available for assistance in analyzing, monitoring, and troubleshooting data communications problems.

Local area network 110 is an Ethernet network to which is coupled computer systems and other hardware for provisioning, maintaining, and assisting users on the enterprise network 100. In particular, a help desk server 136, an administration server 138, a network visibility server 140, a network visibility console 142, and help desk terminals 144 and 146 are coupled to local area network 110. Network visibility agent computers 148,